



June 2003

Dear Member:

Thank you for choosing Anthem Blue Cross and Blue Shield through the Commonwealth of Virginia Health Benefits Program. Enclosed you will find important materials that are key to using your coverage.

- **Identification Card:** This is your new COVA Care identification card. You may begin using it July 1, 2003.

An important note about your new card . . . Your plan provides medical coverage in the Anthem network. It also covers services outside of Virginia through the BlueCard PPO and BlueCard Worldwide programs. Providers will know you have access to the BlueCard program by the suitcase and "PPO" logo at the top of your card. Refer to the back of your card for important BlueCard contact information. Be sure to carry this card with you at all times, especially when you travel.

- **COVA Care Member Handbook:** This handbook explains your health care benefits and your rights and responsibilities as a member of the plan. At any time, you may also view and print a copy from the Anthem Website at www.anthem.com under the Commonwealth of Virginia and The Local Choice Members link, or from the Department of Human Resource Management Website at www.dhrm.state.va.us.
- **Three-tier Drug Program Pocket Guide:** This guide shows the tier assignment for many of the drugs covered under your prescription drug program. This is not a complete list and it is subject to change. A more detailed and current list is available on the Web at www.anthem.com. Click on Search the Drug Listing.
- **Home Delivery Pharmacy Service Packet:** Your packet contains the forms and mailing envelope you need to order a 90-day supply of maintenance prescription drugs through the home delivery service.

If you have questions or need assistance, please contact us at (804) 355-8506 in Richmond or 1-800-552-2682 outside Richmond. We look forward to serving you.

Sincerely,

Rodney G. Colinger
Vice President

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